STEP 7. OSS CONNECTIVITY— LENS

LENS Requirements— LAN to LAN

[redacted]

Meetings with CLEC/Account Team/TSM/IT to determine connectivity arrangements, negotiate due dates, etc.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use LENS

[redacted]	[redacted]	[redacted]	
■ Account Team ■ ECSG— Electronic Communication Support Group	■ "LENS Profile Request" form completed by account team for LENS user ID/ password Insure customer is aware of 8 -12 week interval ■ CLEC purchases, installs, and tests T1 & CSU/DSUs ■ If connectivity is a new service/destination, TSM/Account Manager notifies ECSG (Electronic Communication Support Group)— *TSMs- Bob Sullivan & Phil Stewart* ■ TSM completes External Gateway Access (EGA) router configuration worksheet	■ "LENS Profile Request" form— RF-1217 *Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures* ■ Technical Questionnaire ■ External Gateway Access (EGA) Router Configuration Worksheet	CLEC
■ Account Team	■ Advise CLEC of 2 day user training on LENS & LEO	■ "LENS User Guide" & "LEO Implementation Guide"	

STEP 7. OSS CONNECTIVITY— LENS

LENS Requirements— Dial Up

[redacted]

Meetings with CLEC/Account Team/TSM/IT to determine connectivity arrangements, negotiate due dates, etc.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use LENS

[redacted]	[redacted]	[redacted]	[redacted]
■ Account Team ■ ECSG— Electronic Communication Support Group	■ "Access Request for Electronic Communications" form and "LENS Profile Request" form completed by Account Team for LENS user ID/ password *Insure customer is aware of 2 week interval (dependent upon # of users and if customer profile information is complete)* ■ VeriSign Secure ID (available at www.verisign.com)	■ "Access Request for Electronic Communications" form— RF-1216 ■ "LENS Profile Request" form— RF-1217 *Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures*	CLEC
■ Account Team	■ Advise CLEC of 2 day user training on LENS & LEO	■ "LENS User Guide" & "LEO Implementation Guide"	

STEP 7. OSS CONNECTIVITY— LENS

LENS Requirements— Public Internet

[redacted]

CLEC should have Public Internet Access.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use LENS

[redacted]	[redacted]	[redacted]	[redacted]
■ Account Team ■ ECSG— Electronic Communication Support Group	■ "LENS Profile Request" form completed by Account Team for LENS user ID/ password *Insure customer is aware of 2 week interval (dependent upon # of users and if customer profile information is complete)* ■ VeriSign Secure ID (available at www.verisign.com)	■ "LENS Profile Request" form— RF-1217 *Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures*	CLEC
■ Account Team	■ Advise CLEC of 2 day user training on LENS & LEO	■ "LENS User Guide" & "LEO Implementation Guide"	

STEP 7. OSS CONNECTIVITY— EDI

EDI Requirements— LAN to LAN

[redacted]

Meetings with CLEC/Account Team/Harbinger to determine connectivity arrangements, negotiate due dates, etc.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use EDI
NOTE: Currently no LAN to LAN (External Gateway Access) exists for EDI

Who's Responsible for Activity?	Specific Action Items	Documentation	
■ Account Team ■ ECSG— Electronic Communication Support Group	*Insure customer is aware of 8 -12 week interval* ■ CLEC purchases, installs, and tests T1 & CSU/DSUs ■ 2 weeks of EDI connectivity testing (customer must complete the "EDI Testing Agreement," sign it, and send to Account Team) ■ CLEC is required to subscribe to IC Ref or LENS ■ If connectivity is a new service/destination, TSM/Account Manager notifies ECSG (Electronic Communication Support Group)— *TSMs- Bob Sullivan & Phil Stewart*	*Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures* ■ "EDI Testing Agreement" in "LEO Implementation Guide"	CLEC
■ Account Team	■ Advise CLEC of 1 day user training on EDI & LEO	■ "EDI User Guide" & "LEO Implementation Guide"	

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STEP 7. OSS CONNECTIVITY— EDI

EDI Requirements— Dial Up Harbinger PC Package

[redacted]

Meetings with CLEC/Account Team/TSM/IT to determine connectivity arrangements, negotiate due dates, etc. (also supports billing— see EBS contract).

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use EDI

[redacted]	[redacted]	[redacted]	
■ Account Team ■ ECSG— Electronic Communication Support Group	*Insure customer is aware of 8 week interval (refer CLEC to Tom Hill 1.205.988.6618)*	*Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures*	CLEC
	■ 1 week interval Harbinger Certification	NOTE: if not using Harbinger as VAN, interval time for connectivity will increase	
	■ 2 weeks of EDI connectivity testing (customer must complete the "EDI Testing Agreement," sign it, and send to Account Team)	■ "EDI Testing Agreement" in "LEO Implementation Guide"	
	■ CLEC is required to subscribe to IC Ref or LENS		
■ Account Team	■ Advise CLEC of 1 day user training on EDI & LEO	■ "EDI User Guide" & "LEO Implementation Guide"	

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STEP 7. OSS CONNECTIVITY— EDI

EDI Requirements— CONNECT:direct Customized Interface

[redacted]

Meetings with CLEC/Account Team/TSM/IT to determine connectivity arrangements, negotiate due dates, etc. (also supports billing— see EBS contract).

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use EDI

[redacted]	[redacted]	[redacted]	
■ Account Team ■ ECSG— Electronic Communication Support Group	*Insure customer is aware of 8 - 12 week interval* ■ CLEC purchases, installs, and tests T1 & CSU/DSUs ■ 2 week interval on circuit testing ■ 2 weeks of EDI connectivity testing (customer must complete the "EDI Testing Agreement," sign it, and send to Account Team) ■ CLEC is required to subscribe to IC Ref or LENS ■ If connectivity is a new service/destination, TSM/Account Manager notifies ECSG (Electronic Communication Support Group)— *TSMs- Bob Sullivan & Phil Stewart*	*Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures* ■ "EDI Testing Agreement" in "LEO Implementation Guide"	CLEC
■ Account Team	■ Advise CLEC of 1 day user training on EDI & LEO	■ "EDI User Guide" & "LEO Implementation Guide"	

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STEP 7. [redacted]

TAFI Requirements— LAN to LAN

[redacted]

Meetings with CLEC/Account Team/TSM to determine connectivity arrangements, identify IP addresses for access, negotiate due dates, etc.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use TAFI

[redacted]			
■ Account Team ■ Account Team ■ ECSG— Electronic Communication Support Group	■ "TAFI Profile Request" form completed by Account Team for user ID/passwords *Insure customer is aware of 8 -12 week interval* ■ CLEC purchases, installs, and tests T1 & *CSU/DSUs* ■ If connectivity is a new service/destination, TSM/Account Manager notifies ECSG (Electronic Communication Support Group)— *TSMs- Bob Sullivan & Phil Stewart*	■ "TAFI Profile Request" form— RF-1218 *Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures* ■ Technical Questionnaire	CLEC
	■ TSM completes EGA router configuration worksheet	■ External Gateway Access (EGA) Router Configuration Worksheet	
■ Account Team	■ Advise CLEC of 1 day user training on TAFI & LEO	■ "TAFI User Guide" & "LEO Implementation Guide"	

STEP 7. OSS Connectivity – EDI

TAFI Requirements– Dial Up

[redacted]

Meetings with CLEC/Account Team/TSM to determine connectivity arrangements, negotiate due dates, etc.

WHEN ACTIVITY TAKES PLACE

When the Account Team confirms that the CLEC wants to use TAFI

■ PQT ■ Account Team	■ "Access Request for Electronic Communications" form and "TAFI Profile Request" form completed by Account Team for user ID/password/ VeriSign Secure ID (available at www.verisign.com) *Insure customer is aware of 2 week interval (dependent upon # of users and if customer profile information is complete)* ■ VeriSign Secure ID (available at www.verisign.com)	■ "Access Request for Electronic Communications" form– RF-1216 ■ "TAFI Profile Request" form– RF-1218 *Hardware: See BellSouth OSS Connectivity Account Team Methods and Procedures* *Software: See BellSouth OSS Connectivity Account Team Methods and Procedures*	CLEC
■ Account Team	■ Advise CLEC of 1 day user training on TAFI & LEO	■ "TAFI User Guide" & "LEO Implementation Guide"	

3

Date

Product Manager
Line Information Database (LIDB) Storage
BellSouth Telecommunications, Inc.

RE: Activation Request for Line Information Database (LIDB) Storage

Dear LIDB Product Manager:

This is to request activation of Line Information Database (LIDB) Storage provided for under the interconnection/resale agreement executed by and between CLEC-1 and BellSouth Telecommunications, Inc. on _____. We are requesting activation of LIDB storage to become effective on _____. Our OCN (Owning Company Number) is _____.

If you require additional information in order to activate this service, I can be reached at _____.

Sincerely,

Name
CLEC-1

Date

Product Manager
Line Information Database (LIDB) Storage
BellSouth Telecommunications, Inc.

RE: Activation Request for Line Information Database (LIDB) Storage

Dear LIDB Product Manager:

This is to request activation of Line Information Database (LIDB) Storage provided for under the interconnection/resale agreement executed by and between CLEC-1 and BellSouth Telecommunications, Inc. on _____. We are requesting activation of LIDB storage to become effective on _____. Our OCN (Owning Company Number) is _____.

If you require additional information in order to activate this service, I can be reached at _____.

Sincerely,

Name
CLEC-1

Date

Product Manager
Access Daily Usage File (ADUF) Services
BellSouth Telecommunications, Inc.

RE: Activation Request for Access Daily Usage File (ADUF) Services

Dear ADUF Product Manager:

This is to request activation of Access Daily Usage File (ADUF) Services provided for under the interconnection/resale agreement executed by and between CLEC-1 and BellSouth Telecommunications, Inc. on _____.
We are requesting activation of ADUF to become effective on _____.
Our OCN (Owning Company Number) is _____.

If you require additional information in order to activate this service, I can be reached at _____.

Sincerely,

Name
CLEC-1

Date

Product Manager
Access Daily Usage File (ADUF) Services
BellSouth Telecommunications, Inc.

RE: Activation Request for Access Daily Usage File (ADUF) Services

Dear ADUF Product Manager:

This is to request activation of Access Daily Usage File (ADUF) Services provided for under the interconnection/resale agreement executed by and between CLEC-1 and BellSouth Telecommunications, Inc. on _____.
We are requesting activation of ADUF to become effective on _____.
Our OCN (Owning Company Number) is _____.

If you require additional information in order to activate this service, I can be reached at _____.

Sincerely,

Name
CLEC-1

BellSouth CLEC Training -- Course Offerings

CLEC BASIC
CLEC Basic is a 5-day course that covers pre-ordering, ordering, provisioning, billing and maintenance of BellSouth products and services.

Specific topics include pricing of services, use of the CLEC Ordering Guide, pre-ordering information requirements, use of BellSouth databases, interpreting a Customer Service Record, filling out ordering documents, order entry, the role of the Account Team, the provisioning process for resale services, due date assignments, change and cancellation policies, how each service is billed, maintenance policies and procedures, and overall business procedures.

OPERATIONS SUPPORT SYSTEMS (OSS)
BellSouth currently offers hands-on OSS training on Local Exchange Navigation System (LENS), Electronic Data Interchange (EDI), and Trouble Administration Facilitation Interface (TAFI).

LENS provides electronic access to BellSouth databases and systems, enabling your reps to verify a customer's address, assign a telephone number, determine the services and features available on a specific central office switch, calculate a due date and check customer service records.

EDI interface is for ordering and provisioning orders for basic residence and business local exchange services, and "switch as is" service. You can access EDI by building an interface to BellSouth's specifications, or by utilizing a third-party software developer.

TAFI is an interactive system that enables the CLEC service representative to enter trouble reports, modify reports and receive estimated times for repair completion.

For registration, contact your account team. The CLEC should meet the following minimum requirements before attending the OSS training sessions:

- must have a signed agreement with BellSouth
- must have connectivity to EDI, LENS, TAFI interfaces, or connectivity within two weeks after training
- must have a Q account (billing account number) and an Operating Company Number (OCN) established with the Local Carrier Service Center

ISDN
The ISDN class concentrates on the technical description and ordering requirements for BellSouth's Basic and Primary Rate Interface service offerings that enable customers to access multiple digital network services over BellSouth's local network.

The 3-day session opens with a brief service description of ISDN followed by a review of the BellSouth tariff references and pricing structure. The main focus of the session is on order requirements and includes an example on how to complete the Local Service Request (LSR) form and associated service forms required to order this service.

UNBUNDLED NETWORK ELEMENTS
This 2-day class addresses BellSouth's Unbundled Network Elements (UNEs). The curriculum includes service description, ordering procedures, implementation guidelines and billing and maintenance procedures.

Students will gain knowledge on Network Interface Devices, Unbundled Voice Loops, Unbundled Data Loops and a variety of other Unbundled Network Elements.

BASIC RESIDENTIAL/BUSINESS VOICE SERVICES
This two day class includes a network overview as well as product descriptions, pricing, sales applications, end user benefits, order entry, billing and maintenance for local exchange residence

service, local exchange business service, Touch-tone, hunting, Custom Calling Features, Caller ID-Basic and Deluxe, Call Waiting Deluxe, Remote Call Forwarding, RingMaster® Services, TouchStar® Services, Message Telephone Service, Optional Calling Plans, Georgia Community Plans, Area Plus®, Complete Choice®, Area Plus® with Complete Choice, Visual Director and MemoryCall®.

COMPLEX BUSINESS VOICE SERVICES
This two day class includes a network overview as well as product descriptions, pricing, sales applications, end user benefits, order entry, billing and maintenance for PBX trunks, Direct Inward Dialing trunk services, Off Premise Extensions, CENTREX, ESSX®, Digital ESSX®, MultiServ®, MultiServ® Plus, Enhanced 911, Payphone Access Line/SmartLine® Service and MemoryCall®.

DATA COMMUNICATIONS I
This three day class includes a data communications overview as well as product descriptions, pricing, sales applications, user benefits, order entry, billing and maintenance for SynchroNet® Service, AccuPluse® Service, MegaLink®, MegaLink® Channel, MegaLink® Plus, LightGate®, Frame Relay, Connectionless Data Service, Broadband Exchange Line Service, Flex Serv® and ISDN®.

DATA COMMUNICATIONS II
This three day class includes a data communications overview as well as product descriptions, pricing, sales applications, user benefits, order entry, billing and maintenance for Frame Relay, Connectionless Data Service, Broadband Exchange Line Service, Flex Serv®, ISDN®, SmartPath®, SmartRing®, Native Mode Lan Interconnection.

PRODUCT AND SERVICE OVERVIEW
Product and Service Overview is a 2-day class that covers the features, functions and differences in BellSouth local services, Residential and Business, Voice and Data.

The Voice Products Overview covers Residential Basic Local Service, Business Basic Exchange Service, Measured Service Rate, Optional Calling Plans (Area Plus® plan), BellSouth® Complete Choice℠ plan, Hunting Service, Custom Calling Services, MemoryCall® plan, MultiServ® service, RingMaster® service, PBX Trunks, DID Service and Off Premise Extensions.

The Data Services Overview explains BellSouth's 2.4-64 kbps digital data services, DS1-DS3 digital data services, Integrated Services Digital Network (ISDN), Fast Packet Service, LAN to LAN connectivity, BellSouth's data services that utilize a self healing ring topology and SONET technology, and BellSouth's network management and reconfiguration tool.

BELLSOUTH® MULTISERV℠ SERVICE
The BellSouth MultiServ service curriculum concentrates on the technical description and ordering requirements for BellSouth's central office based CENTREX-like service.

The 3-day session includes a service description, review of the BellSouth tariff references, and a review of the pricing structure. The main focus of the session is on order requirements and includes an example on how to complete the Local Service Request (LSR) forms required to order this service.

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ACCOUNT TEAM GUIDE FOR ELECTRONIC INTERFACE OVERVIEW

The Account Team should review the following Electronic Interface Overview thoroughly. The overview includes EDI and LENS information which should be used in developing a customer presentation. This presentation is to provide your customer with basic knowledge of available electronic interfaces and should include the definition and advantage of EDI and LENS. The presentation should also include connectivity overview information. The Account Team should be able to accurately provide the customer enough basic knowledge on these systems for a decision to be made on electronic verses manual order processing.

Should your customer require more detailed, technical, information, the Account Team may request assistance from SME's on EDI and LENS. Suggested SME would be an experienced S.D. (Jimmy Patrick) or Sales Support Staff. The Account Team will remain the primary contact for the customer and lead in all meetings and negotiations with the customer.

ELECTRONIC INTERFACES

A. Overview of Electronic Interfaces

B. System Requirements

C. Upgrades

D. EDI Overview

E. EDI Flow

F. LENS Overview

G. LENS Interfaces

H. Connecting to LENS

I. LENS System Availability

J. LENS Troubleshooting

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ELECTRONIC INTERFACES

A. Overview of Electronic Interface Systems

ELECTRONIC INTERFACES

Ordering

- **Electronic Data Interchange (EDI)**
  EDI allows CLECs to submit order requests and order changes electronically through a Value Added Network (VAN). To order services through EDI, CLECs must use the Local Exchange Ordering Guide (LEO) in conjunction with EDI software.

- **Local Exchange Navigation System (LENS)**
  LENS is an on-line, interactive, menu-driven system which permits subscribers to perform inquiry functions and/or process requests for various products, features and services currently offered by BellSouth. LENS can be accessed through Dial-Up, LAN-to-LAN or the public Internet (as explained later in this section).

Maintenance

- **Trouble Analysis Facilitation Interface (TAFI)**
  TAFI is a rules-based computer system providing CLECs with automated trouble reporting and screening functionality for Plain Old Telephone Service (POTS). BellSouth repair centers utilize TAFI for trouble receipt and screening.

CONNECTIVITY METHODS

Billing

- **EDI - Connect Direct**
  Monthly billing and ODUF files can be transmitted to the CLEC via an EDI gateway or BellSouth Connect Direct. Billing payments may also be remitted via Connect Direct. Please have your Account Manager set up an appointment with the Enhanced Billing Group for further details.

Ordering

- **Public Internet Access**
  CLECs can access BellSouth via the public Internet using a graphical World Wide Web browser and a Digital Certificate from VeriSign, Inc.

Maintenance and Ordering

- **Dial Up Access**
  Dial-up Access allows CLECs to connect to BellSouth through a modem pool using a Direct Inward Access Line Security (DIALS) authentication card.

- **LAN-to-LAN**
  CLECs access BellSouth via BellSouth's External Gateway Access Router.

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ELECTRONIC INTERFACES

B. System Requirements

The requirements given below apply for both LENS and EDI (unless otherwise specified). The requirements given below are for analog dial-up lines. Response times can be improved by using dedicated, leased (T-1) lines or ISDN connections.

Minimum Requirements -	486x66 DX2 8M of RAM 14.4kbps modem Windows 3.X 30M of available disk space* Netscape Navigator 3.02 or Microsoft Internet Explorer 3.02
Ideal Requirements -	Pentium 133 (or above) 32M of RAM 56.6kbps modem Windows 95/NT 4.0 30M of available disk space* Netscape Navigator 4.X or Microsoft Internet Explorer 4.X

*Required to install Trusted Link Commerce EDI software.

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ELECTRONIC INTERFACES

C. Updates

LENS Release 2.0

Rejects and Fatal Edits

LENS performs first level editing to ensure that the required fields on the Local Service Request (LSR) are filled in prior to submission. LENS displays an error message with the specified field and information on the needed corrections. The rejects are displayed immediately after submission of the LSR.

Supplemental Orders

CLECs able to modify pending LSRs on-line.

Tax Exempt Status

LENS automatically populates the tax exempt information based on the CLECs profile.

EDI - Issue 7 must be in use by 6/16/98

Rejects and Fatal Edits

Errors stemming from missing or incomplete information is sent back to CLECs prior to entering BellSouth ordering systems.

Rejects and Clarifications

Clarifications are sent to CLECs electronically.

TCIF Version 7

BellSouth is TCIF Issue 7 compliant.

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ELECTRONIC INTERFACES

D. Electronic Data Interexchange (EDI) Overview

- **What is EDI?**
  EDI is a method of sending orders to BellSouth through a system of Value Added Networks (VANs). Instead of sending orders directly to BellSouth in real time (as with LENS), orders are sent as a batch to the CLEC's VAN. The VAN sends the data to BellSouth's VAN, which then sends the information to BellSouth.

- **Advantages**
  EDI allows orders to be sent via batch processing to the BellSouth ordering systems. By sending orders in batches, a CLEC can avoid some of the time delays associated with sending one order at a time in a real time environment. ***Note: EDI relies on batch processing and cannot support real time statusing and address validation.***

- **Connectivity**
  BellSouth uses the Trusted Link Commerce Package from Harbinger Communications as its standard EDI software. CLECs are free to use other compatible packages, including CLEC designed packages. Please contact your Account Team for more information on connecting to BellSouth's EDI system.

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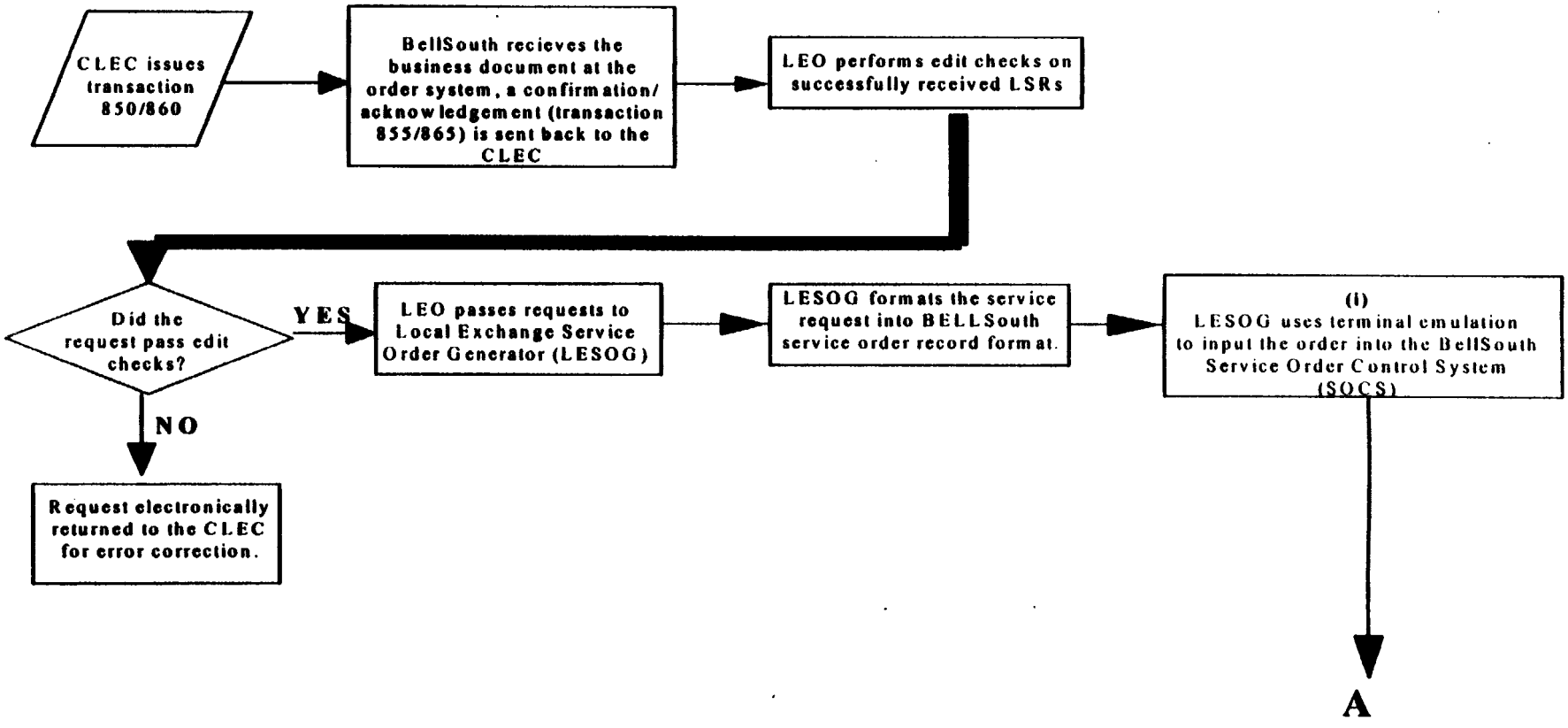
ELECTRONIC INTERFACES

E. EDI Flow (850/860)



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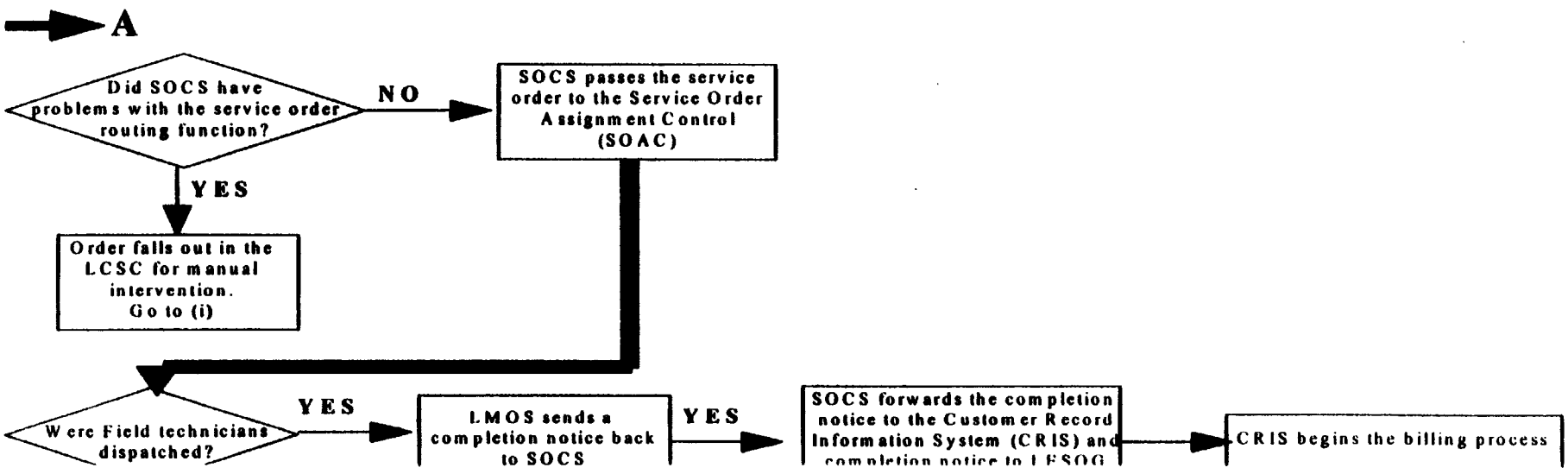
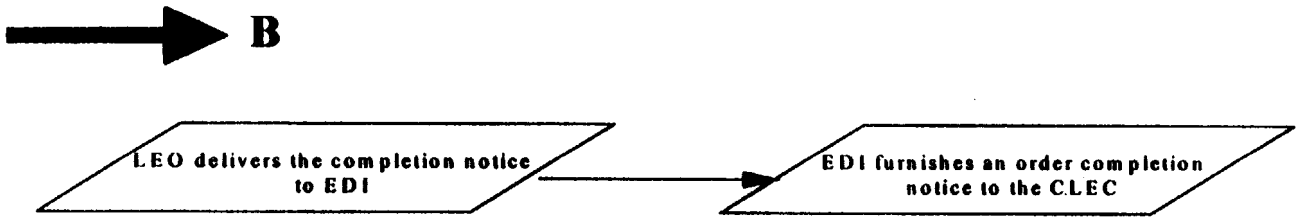
ELECTRONIC INTERFACES

E. EDI Flow (850/860) continued



ELECTRONIC INTERFACES

E. EDI Flow (850/860) continued



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ELECTRONIC INTERFACES

F. Local Exchange Navigation System (LENS) Overview

LENS is an on-line, interactive, menu-driven system which permits subscribers to perform inquiry functions, and/or process requests for various products, features and services currently offered by BellSouth. LENS may be used for either new service (no existing telephone number) or existing service.

Information entered via LENS for a firm order populates portions of the Local Service Request (LSR) automatically. It facilitates the mechanized generation of service orders without manual intervention from the Local Carrier Service Center (LCSC).

Options available from the Inquiry function include validating addresses, reserving telephone numbers, viewing features and services for specific NXXs, viewing an installation calendar in order to estimate a due date interval and viewing customer record information.

Note: LENS does not retain information in the Inquiry function. The information obtained in Inquiry mode should be printed out, written down, or saved electronically if needed for reference.

Options available from the Firm Order function include validating addresses, viewing customer records, selecting telephone numbers or using previously reserved telephone numbers, viewing features and services, due date calculation, submitting an LSR and changing an existing service order. You can also view Firm Order Confirmations (FOCs) or Completion Notices (CNs), Service Order Status and Local Service Requests (LSRs) in error.

Pending orders for telecommunications services can be accessed by CLECs to determine their status, however, CLECs can only access orders which they have placed via LENS. CLECs can not access service orders placed by BellSouth, other CLECs or via Electronic Data Interchange (EDI).

LENS provides access to the same Operational Support Systems that BellSouth's service centers use. System availability and response times will be the same for CLECs as they are for BellSouth service centers.

Address information maintained in BellSouth's databases is 911/E911 compliant and does not necessarily match the information listed with the U.S. Postal Service. CLECs having trouble validating an address should question the customer for additional information such as the telephone number of a nearby neighbor or business.

Note: LENS supports most popular web browsers. However, BellSouth recommends using Microsoft Internet Explorer version 3.02 or higher, or Netscape Navigator version 3.02 or higher. America On-Line, IS NOT currently compatible with the LENS Application.

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